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Durham Recognized for Performance Management Success

Durham One of Only 15 to Receive this National Honor

DURHAM, N.C. – Durham residents have one more award to be proud about thanks to the recent recognition of the City of Durham for its performance management success.

The International City/County Management Association (ICMA) announced that the City is being recognized for superior performance management efforts with a Certificate of Distinction from the ICMA Center for Performance Measurement™ (CPM). Durham is one of only 15 jurisdictions in the United States receiving this honor this year and the only one in North Carolina.

“The certificate program recognizes the principles of performance management,” said Wayne Sommer, acting director of CPM. “Jurisdictions meeting the qualifications have demonstrated leadership in continuous improvement and community engagement, and they serve as examples for other governments to follow.”

Certificates are awarded at the levels of Achievement, Distinction, and Excellence. The certificate program assesses a local government’s performance management program and encourages analysis of results by comparing to peers and gauging performance over time. Criteria for the Certificate of Distinction include the use of performance data in strategic planning and operational decision-making; reporting of performance data to the public through budgets, newsletters, and/or information provided to elected officials; data verification efforts to ensure reliability; staff training; and sharing of performance measurement knowledge with other local governments through presentations, site visits, and other networking.

According to City Manager Tom Bonfield, the City’s Strategic Plan and online dashboard reporting system were key criteria met for this award. “The Strategic Plan clearly shows the City’s roadmap for the future, guides decision-making and resource allocations in a transparent manner that allows residents to hold elected officials and the administration accountable,” Bonfield said. “Performance management ultimately aids in cost reduction, program prioritization, and quality improvement. I’m very proud that this organization won this recognition and I hope Durham residents are pleased that their local government has been recognized for sound leadership and for our demonstrated commitment for providing an excellent and sustainable quality of life for all who call Durham home.”

According to Budget and Management Services Department Director Bertha Johnson, this award also clearly demonstrates the City’s commitment to performance management. “We make every effort to develop meaningful performance measures tied to our programs and services and to use the data to make operational decisions, allocate resources, and hold employees accountable,” Johnson said.

Several departments have played a major role in the performance management process thus far, including the Budget and Management Services, Audit Services, and Technology Solutions Departments along with receiving extensive support from many City employees from across the organization.

According to Audit Services Department Director Germaine Brewington, the extensive data verification the City puts forth as part of its performance management encourages accountability, transparency, and ultimately builds strong credibility for the organization. “The continuous monitoring of the data on the City’s Strategic Plan dashboard is critical to ensure the integrity of the data and to ensure our residents know that this data is certified and they can trust that it’s accurate,” Brewington said.

For more information about the City’s Strategic Plan, visit <http://www.DurhamNC.gov/StrategicPlan/Goals>.

About the Budget & Management Services Department

The Budget and Management Services Department is responsible for preparing, implementing, and monitoring the City’s annual operating budget as well as the five-year revenue/expenditure projections for all City government

services. The department also provides operational and organizational studies as identified by the City Council, City Manager's Office, and department staff. Guided by the City's Strategic Plan, which the department established and maintains, the department helps to ensure that the City of Durham is a well-managed city by working with City agencies to build and implement performance measurement monitoring and evaluation. The department is also responsible for preparing the Capital Improvement Plan (CIP), coordinating the City's process for petition and City-initiated annexations, conducting resident satisfaction surveys, and evaluating departmental achievement of City goals and objectives. For more information, visit <http://DurhamNC.gov/ich/as/bms/Pages/Home.aspx>.

About the Audit Services Department

The Audit Services Department performs an independent appraisal function designed to examine and evaluate activities within the City as a service to management, the Audit Services Oversight Committee, and elected officials. The department acts as a managerial control that measures and evaluates the effectiveness of other controls. It also reviews external entities to determine whether revenues have been properly remitted to the City and whether grant and pass-through funds are appropriately used. The department is also responsible for the administration of external audit contracts. Guided by the City's Strategic Plan, the Audit Services Department helps to ensure that the City of Durham is a well-managed city and good stewards of the City's physical assets. For more information, visit <http://DurhamNC.gov/ich/asd/Pages/Home.aspx>.

About the Technology Solutions Department

The Technology Solutions Department aligns the City's information technology infrastructure and systems to the business needs of the City's departments. It designs, implements, and maintains the technology hardware, applications, and programs. Guided by the City's Strategic Plan, Technology Solutions ensures that its services support making Durham a great place to live, work, and play by helping provide a well-managed city and stewardship of the City's physical assets. For more information, visit <http://DurhamNC.gov/ich/as/ts/Pages/Home.aspx>.

About the International City/County Management Association

The International City/County Management Association (ICMA) advances professional local government worldwide. Its mission is to create excellence in local governance by developing and advancing professional management of local government. ICMA provides member support; publications, data, and information; peer and results-oriented assistance; and training and professional development to nearly 9,000 city, town, and county experts and other individuals and organizations throughout the world. The management decisions made by ICMA's members affect 185 million individuals living in thousands of communities. For information, visit <http://icma.org/en/icma/home>.

About the ICMA Center for Performance Measurement

ICMA's Center for Performance Measurement is dedicated to helping local governments use performance information to better the lives of the people they serve. Jurisdictions are assisted with the collection, reporting and analysis of data relating to quality, effectiveness and efficiency of government services. For more information, visit http://icma.org/en/results/center_for_performance_measurement/home.